



Miami-Dade County Construction Trades Qualifying Board Examinations

Candidate Information Bulletin

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Contact Information

For Licensing Questions

Miami-Dade County Department of Regulatory and Economic Resources

11805 SW 26 Street

Suite 207

Miami, Florida 33175

Ph: 786-315-2880

Fax: 786-315-2450

www.miamidade.gov/development

or

Department of Public Works and Waste Management

Construction Trades Qualifying Board

111 N.W. 1st Street, Suite 1510

Miami, Florida 33128

Ph: 305.375.2705

Fax: 305.375.3876

<http://www.miamidade.gov/publicworks/>

For Testing Questions

Prov, Inc.

13614 Progress Boulevard

Alachua, FL 32615

Ph: (386) 518-6889

Toll Free: (866) 720-7768

Fax: (877) 228-3926

www.2prove.com

Office Hrs: M-F 8 a.m. - 6 p.m.

Examination Categories

The following is an alphabetical listing of the tests administered by Prov for Miami-Dade County in the State of Florida. All tests are open book and are timed. When you apply for your test, you will be provided detailed information about each test you are required to take for licensure. This information will describe the content of the test as well as provide information regarding study materials.

Below is a list of available tests for Miami-Dade County Public Works and Waste Management

- Asphalt Sealing Engineering
- Business Procedures
- Concrete Works Engineering
- Direct Burial Cable Television (CATV)
- Excavation and Grading Engineering
- Fuel Transmission & Distribution Lines Engineering
- General Engineering
- Land Clearing and Grubbing Engineering
- Paving Engineering
- Pile Driving & Foundations Engineering
- Pipe Lines Engineering
- Plant Construction Engineering
- Rail Road Construction Engineering
- Sea-walls & Small Docks Engineering
- Soil Compaction & Tamping Engineering
- Structural Engineering Contractor
- Underground Electrical & Communication Conduits Engineering

Below is a list of available tests for Miami-Dade Regulatory and Economic Resources Department

- Building Contractor
- Building Maintenance
- Communication Tower
- Concrete Forming and Placing
- Concrete Slab Sawing & Core Drilling
- Demolition
- Drywall
- Fence
- General Contractor
- Glass & Glazing
- Journeyman Air Conditioning
- Journeyman Burglar Alarm
- Journeyman Electrician
- Journeyman Fire Alarm
- Journeyman Fire Sprinkler

- Journeyman Gasfitter
- Journeyman Gasoline Tank & Pump
- Journeyman General Mechanical
- Journeyman Heating
- Journeyman Insulation
- Journeyman Plumber
- Journeyman Pneumatic Control Piping
- Journeyman Pressure & Process Piping
- Journeyman Refrigeration
- Journeyman Room Air Conditioning
- Journeyman Sheet Metal
- Journeyman Sign Electrician
- Journeyman Steam Generator Boilers & Piping
- Journeyman Warm Air Heating
- Lathing & Plastering
- Maintenance Electrician
- Master AC (Limited)
- Master AC (Unlimited)
- Master Ammonia Refrigeration
- Master Burglar Alarm
- Master TV Antenna
- Master Electrician
- Master Electric Utility
- Master Elevator Maintenance & Service
- Master Fire Alarm
- Master Gas Fitter
- Master Gasoline Tank & Pump
- Master General Mechanical
- Master Heating
- Master Insulation
- Master Lawn Sprinkler
- Master Low Voltage
- Master Plumber
- Master Pneumatic Control Piping
- Master Pneumatic Tube Conveyor System
- Master Pressure & Process Piping
- Master Refrigeration & Air Conditioning
- Master Refrigeration Limited
- Master Refrigeration Unlimited
- Master Room Air Conditioning
- Master Sheet Metal
- Master Sign Electrician
- Master Steam Generator Boiler & Piping
- Master Swimming Pool Maintenance Residential
- Master Swimming Pool Maintenance Commercial
- Master Swimming Pool Piping
- Master Transporting Assembly Installer

- Master Transporting Assembly Maintenance and Service
- Master Warm Air Heating Contractor
- Mechanical Maintenance
- Metal Awning & Storm Shutter
- Metal Decking & Siding
- Miscellaneous Metals
- Pneumatic Concreting & Pressure Grouting
- Pre-stressed Precast Concrete Erection
- Plumbing Maintenance
- Reinforcing Steel Placing
- Residential Contractor
- Roof Deck
- Roofing
- Screen Enclosure
- Sign Contractor (Non-Electric)
- Structural Steel Erection
- Swimming Pool
- Unit Masonry, Marble & Exterior Veneer

Test Center Locations

Prov has established the following testing centers within Miami-Dade County where candidates can take their tests. Candidates are not permitted to take their exams at any other location.

1. **Miami Dade College - Hialeah**
1780 W. 49 Street, Room 1225
Hialeah, FL 33012
Phone: (305) 237-8791
2. **Miami Dade College - Homestead Campus**
500 College Terrace, Room A114
Homestead, FL 33030
Phone: (305) 237-5105
3. **Miami Dade College – InterAmerican**
627 SW 27 Avenue, Room 1110
Miami, FL 33135
Phone: (305) 237-6041
4. **Miami Dade College – Kendall**
11011 SW 104 Street, Room R513
Miami, FL 33176
Phone: (305) 237-2341
5. **Miami Dade College – Medical**
950 NW 20 Street, Room 1303
Miami, FL 33127
Phone: (305) 237-4275
6. **Miami Dade College – North**
11380 NW 27 Avenue, Room 1160
Miami, FL 33167 Phone: (305) 237-1015

7. **Miami Dade College - West Campus**
3800 NW 115 Avenue, Room 1260-1
Doral, FL 33178
Phone: (305) 237-8979

Eligibility and Scheduling

Getting approved to test

To be eligible for testing, you must first contact the appropriate Miami-Dade County board to receive approval for testing. If you need more information on the qualification requirements or the authorization process please visit your board's website or contact them directly. The contact information for the **Department of Regulatory and Economic Resources** and the **Department of Public Works and Waste Management** is listed on the first page of this document for your convenience.

Scheduling Overview

After you have received your approval and paid Miami-Dade County directly for the testing fees, they will register you with Prov using the information provided on your application. Approved candidates can schedule to take an exam within **one hundred and eighty days** of their approval date.

The local licensing jurisdiction will email or mail you testing information which includes an approval letter and a voucher letter containing the information you need to complete the testing process. In these letters you will be provided your eligibility end date, the list of available testing centers in your area, and the list of books you are allowed to use when you take the test.

Your voucher letter will also include a Candidate ID and a Voucher Number needed to schedule a testing appointment through Prov. If at any time you lose your authorization letter or voucher letter you may contact your board or Prov to receive a duplicate copy.

Exam Administration Method

Computer-Based Testing

Prov has taken every effort to make its computer testing system as easy to use as possible. No specific computer experience or typing skills are needed to take the test. Candidates who take a computer-based test will be given verbal and written instructions and will complete an interactive tutorial prior to testing.

The written instructions for computerized tests are included in this bulletin. Please refer to the CBT Candidate Notice for these instructions and a visual of the screen layout.

Candidates taking computer based tests can select from the list of available testing centers in Miami-Dade County to schedule their approved exam(s). The contact information for your three closest testing centers will be listed on your voucher letter. To schedule candidates should call the testing center directly and they will be able to make an appointment to take their exam(s). Appointment times are offered according to the testing center's availability.

The scheduling lead-time for computer based test is at least **three** business days. Lead-time may vary across locations. There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.

For an opportunity to preview Prov's computer-based testing system before arriving at the test center, candidates can watch a demonstration video by visiting <https://www.provexam.com/Movies/CBT2.swf>. This short movie provides a basic demonstration of how to take a test on Prov's computer system.

Paper/Pencil Testing

A large percentage of candidates choose to take their exam using the traditional paper/pencil format. Candidates are given an assessment booklet containing the test questions and an answer sheet on which to record their answers. Candidates must record all answers on their answer sheet. No credit will be given for questions that are left blank, or for answers written in the test booklet but NOT on the answer sheet.

All candidates who take a paper/pencil test will be given verbal instructions prior to testing.

Candidates interested in taking a paper and pencil exam should schedule through Prov directly. The scheduling lead-time for paper/pencil test is at least **ten** business days. There are a limited number of seats at each testing facility and seating availability is based on a first-come, first-served basis.

Scheduling Methods

Phone Scheduling

Candidates may schedule either a **Computer-Based Test** or a **Paper/Pencil Test** by phone. To schedule for a

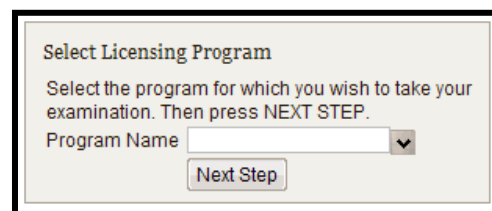
Computer-Based Test candidates should contact their preferred approved testing center directly. The list of approved testing centers is included in this document and will also be printed on the candidate voucher letter. To schedule for a paper/pencil examination by phone, candidates should contact Prov toll free at 866-720-7768. Prov scheduling staff is available 8:00 a.m. through 6:00 p.m. ET, Monday through Friday.

Candidates should be prepared to provide scheduling staff with their name, Candidate ID, and their ZIP code. Staff will search the database for the next available testing session. Once candidates are scheduled, staff will email them information regarding their testing schedule.

Online Scheduling

Online scheduling is for paper/pencil exams only. If you have any difficulties with online scheduling, give us a call at (866) 720-7768.

To schedule online, a candidate must go to Prov's home page at www.2Prove.com. Then they must select the CANDIDATE LOGIN link found under the Test Taker heading (left-side of home-page). Once candidates have accessed Arkiv (Prov's information management system), they must select either Miami-Dade County Public Works and Waste Management or Miami-Dade Regulatory and Economic Resources Department as their Program Name and click NEXT STEP.



Select Licensing Program

Select the program for which you wish to take your examination. Then press NEXT STEP.

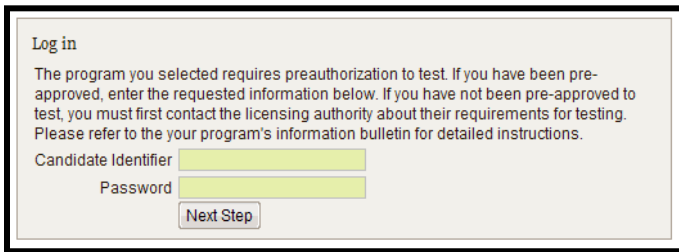
Program Name

Next Step

Login

Candidates should enter their CANDIDATE IDENTIFIER (provided on your Voucher Letter). Candidates logging in for the first time should enter their pre-assigned password which is the first three letters of their last name and the last four numbers of their Candidate ID. The first letter of their last name should be an upper case letter and the other two letters are lower case.

Example: An individual named John Tucker, with a Candidate ID of 123456789 would enter the following as a password: Tuc6789.



Login

The program you selected requires preauthorization to test. If you have been pre-approved, enter the requested information below. If you have not been pre-approved to test, you must first contact the licensing authority about their requirements for testing. Please refer to the your program's information bulletin for detailed instructions.

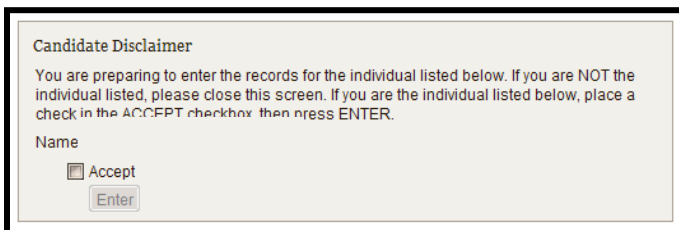
Candidate Identifier

Password

[Next Step](#)

If you are a returning user enter the password that was created the last time the candidate entered. Then press NEXT STEP.

Before entering Arkiv the Candidate should confirm that they are entering the correct account and then click the ENTER button.



Candidate Disclaimer

You are preparing to enter the records for the individual listed below. If you are NOT the individual listed, please close this screen. If you are the individual listed below, place a check in the ACCEPT checkbox, then press ENTER.

Name

☐ Accept

[Enter](#)

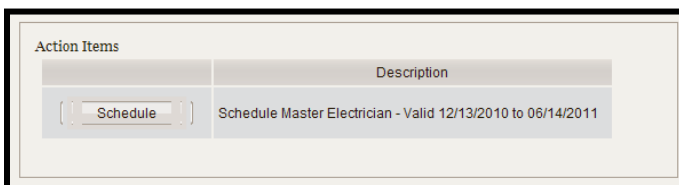
Password

To access the candidate information inside of Arkiv, the candidate will need to set up a password. If candidates have forgotten their Arkiv password, they may press the FORGOT PASSWORD button and their passwords will be emailed to the email address the candidates have provided when their testing profile was initially created. If candidates still encounter difficulties, they must contact Prov staff during business hours to receive help.

Schedule a Testing Session

It is recommended that all candidates read their candidate information bulletin prior to scheduling. If they have not yet read the candidate bulletin, they may access it by selecting the PROGRAM DOCUMENTS tab.

Once a candidate is logged into Arkiv, they should select the SCHEDULE button listed in the Action Items next to their exam name.

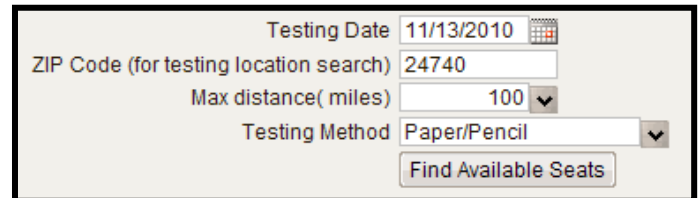


Action Items	Description
Schedule	Schedule Master Electrician - Valid 12/13/2010 to 06/14/2011

On the next page Candidates will be asked to complete three steps in order to select a testing session.

Step 1: Select Examination - Use the mouse to select an unscheduled exam from the list to the left. (Note: If only one exam is shown, it will automatically be the selected exam.)

Step 2: Enter Search Criteria – Enter the date when the candidate would like to test. Enter a ZIP Code where the candidate would like to search from. Select the maximum distance the candidate will travel to a testing center. Select or confirm the testing method. Then press FIND AVAILABLE SEATS.



Testing Date

ZIP Code (for testing location search)

Max distance(miles)

Testing Method

[Find Available Seats](#)

Step 3: Select Testing Dates, Times and Location – Using the mouse, click on one of the rows listed containing the testing date, time and location wanted and then press SELECT SEAT. If the candidate only has one exam to schedule they will automatically be taken to the payment screen. If the candidate has more exams to schedule return to step 1 and select the next test.

TestSiteName	Date	Start Time	End Time	DistanceMiles	Available Computer Seats
WV - Prov Charleston	11/30/2010	08:30 AM	12:00 PM	74	4
WV - Martinsburg	11/30/2010	11:00 AM	01:59 PM	218	7
WV - Wheeling	11/30/2010	09:00 AM	11:59 AM	186	3
WV - Morgantown	11/30/2010	05:00 PM	07:59 PM	164	10

[Select Seat](#)

If a mistake is made, a candidate can unschedule an exam by selecting the VIEW MY SCHEDULE link from the candidate console, then requesting to cancel the selected test.

Cancel/Rescheduling Policy

If candidates need to change or cancel their testing appointment, they must contact Prov at least five business days prior to their scheduled date. Changes will be made at no cost if candidates notify Prov by the deadline.

If candidates fail to appear for their test or fail to cancel or reschedule their testing session by the close of business five days prior to their scheduled test date, they will forfeit their exam fees and should contact their licensing board for further instructions.

Retesting Policy

Failed examinations can be retaken according to local licensing jurisdiction rules. Candidates cannot retake an exam once they have passed that exam unless required by their jurisdiction. Candidates must be reapproved by the licensing jurisdiction between examination attempts before rescheduling.

Results Reporting

Upon completion of a test you will be given a score result while at the testing center. There is no charge for the on-site scoring and tests will be scored within one minute. Candidates participating in this testing program can also access their scores at any time (24/7) online by going to our website at www.2prove.com and logging into their account using their Candidate ID and Password.

Because the testing process is a requirement for licensure with Miami-Dade County candidates automatically consent to permit Prov to share their test results with their local licensing Board.

Reviews

Reviews are intended to help candidates audit their testing results by allowing them to see which questions were missed.

Candidates may request a review of their test after failing a test. To be eligible for a review, candidates must score within 10% of the required jurisdictions passing score. The review for all tests is 1-1/2 hours in length. During the review candidates will be able to view on the computer questions they missed and the answers chosen in response to those questions. The review will be conducted under the same testing conditions as the exam using the same test security rules.

The cost of the review is **\$80.00** for each test reviewed. Candidates will request or schedule a review by contacting Prov directly.

Exam Challenge Process

If during a test or review, the candidates encounter a question they think is inaccurate or otherwise incorrect, they are encouraged to make comments, which they can do when testing, detailing why they feel the question is in error.

Prov staff will review each comment within two weeks of receipt by Prov and will make scoring adjustments should any comment result in a change to a test question. To verify the final status of comments submitted, candidates can check for a score change online through their candidate account. Any changes made to a grade will be reflected on the score result within two weeks of submitting the test comment. Detailed answers to questions or comments are not provided for security purposes.

Hand Score Request

Prov ensures the accuracy of our test results. Our computer system, Arkiv, is designed to identify and report any potential error in data collected from a test session. If you would like to have your score reassessed for accuracy, you can request a Hand Score by calling Prov at 1-866-720-7768 and asking for a Hand Score Request Form.

A Hand Score Request form requires a signature and must be mailed to Prov. Forms must be received by Prov no later than ninety (90) days after your test administration date and must be accompanied by a copy of your original score letter.

Once a Hand Score is received, Prov Staff will process the request within seven (7) to ten (10) business days. During the Hand Score process a staff member will ensure that your answers were properly recorded and scored by comparing the captured answers to the test key. Upon completion of the Hand Score we will provide a letter by mail to report the outcome of the reassessment.

The cost of the hand score is \$25.00.

Test Day Rules and Procedures

Check-in Deadline

Candidates should plan to arrive 15 minutes early in order to check-in. If candidates do not arrive by the scheduled start time of their exam, CANDIDATES WILL BE TURNED AWAY and will forfeit their test fees and will be required to reschedule for a future testing date. Please read the Cancellation/Rescheduling Policy section as there may be fees and consequence.

Proof of Identity

Upon arriving at the testing center, candidates will be required to show government-issued, photo-bearing identification. The photo-bearing ID must be current

and valid. Forms of valid photo-bearing ID are a driver's license, passport, or military ID. Candidates will also be required to sign a test center log. If candidates cannot produce a valid government-issued photo ID, refuse to participate in signing the test center log, they will be dismissed from the testing center and forfeit all testing fees for that testing session.

Prohibited Items

No cameras, recorders, cell phones or other communication devices are allowed in the testing room. Talking and smoking are not allowed in the testing room.

Approved Items

Candidates may bring the following approved items into the testing center:

- **Calculator.** Only simple 4-function calculators are permitted. PDAs, cell phones or other special calculators (i.e. ElectriCalc, etc.) are NOT permitted.
- **Approved References.** (See information below).

Reference Material Rules

All tests are designed to allow candidates to use **authorized** references while taking their tests. For a list of what reference materials are authorized for the tests, please refer to the information sheet provided by your licensing jurisdiction when you are approved for your test. All candidates' reference materials will be checked by the Prov test administrator prior to the candidates being permitted access to the testing room.

Candidates should prepare their reference materials using **ONLY** the following methods.

- Highlighting
- Attaching permanent tabs

Reference materials which do not meet the following guidelines will not be allowed in the testing room. These guidelines are in place to ensure that every candidate is tested fairly and that no candidate has access to unapproved resources.

- Handwritten notes are NOT allowed in any portion of a reference book.
- Moveable tabs are NEVER permitted in a reference book.
- A reference book CANNOT contain Post-it notes.

- Photocopied documents CANNOT be added to a reference book.
- Self-printed or photocopied versions of a reference book are only permitted when indicated on the reference list from Prov.

Prov asks that candidates leave all unauthorized materials in their vehicle. If candidates are caught using unauthorized materials during testing, these materials will be confiscated, their testing will be terminated with fees forfeited, and the Board will be notified of their actions. During the testing process candidates **MUST NOT**:

- Share reference materials during testing.
- Highlight, underline, mark or write any kind of information in their reference materials during testing.

Visitor Policy

No one other than the candidate will be allowed in the testing room. Non-testing visitors are NOT permitted to wait in the lobby while candidates test.

Unethical Conduct Policy

Any individual caught giving or receiving assistance during or after the testing, or caught using unauthorized materials during the testing will be reported directly to the Board. Those caught in the act of cheating will be dismissed from the testing and their testing results will be frozen. Furthermore, the candidate will forfeit the test fees paid. Finally, anyone caught with test questions in their possession, either during or following the testing will be prosecuted by Prov for theft of copyrighted testing materials.

Prov's Non-Discrimination Statement

Prov provides equal access to its tests and testing programs for all eligible persons. Although individual jurisdictions that Prov represents are wholly responsible for determining eligibility of candidates, it is the policy of Prov to maintain an environment free of discrimination and to prohibit discrimination and harassment against any person on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and veteran, marital or family status.

Harassment of Prov program participants, proctors, staff or candidates will not be tolerated. If candidates wish to express concerns about discrimination, they

should contact Prov at 866-720-7768 or write to: Prov, Inc., 13614 Progress Blvd. Alachua, FL 32615

Special Accommodations

Prov complies with the Americans with Disabilities Act (ADA) in providing special accommodations for candidates that require additional assistance during the testing process. If candidates feel that they qualify for a special accommodation during testing, they should contact Prov at (866) 720-7768. Prov will require written documentation from a licensed physician or psychologist documenting the disability and further require a request describing the requested remedy. Prov will then work directly with the candidates to make the accommodations they will need in order to complete their test.

Preparing for Your Exams

Studying for your Exam

The contractor licensing examinations that candidates will take are designed to test what qualified contractors should know as they begin operations in the construction field. The test questions used on the tests have been prepared by contractors and cover the wide range of topics candidates would normally encounter as a contractor in their particular field. If candidates have worked in construction for some period of time in a variety of different settings, they likely have experienced much of what will be found on their test. On the other hand, if the candidates' experience is limited (not only in years but in the variety of work performed) then it is likely they may want to spend time increasing their knowledge by studying areas in which they are less familiar. For all candidates, the reality is that people forget those things they don't use, and over time a candidate's knowledge in some areas may have decreased.

Prov recommends that candidates prepare for their tests by familiarizing themselves with the exam references with emphasis on the subject areas listed in each test description. Candidates who are familiar with their reference materials will spend less time searching for answers during the test. When preparing for the test, remember that hand-written notes are not allowed in a reference book used for testing. Candidates are encouraged to prepare their test materials by highlighting text or placing permanent tabs on important pages.

It is NOT mandatory that candidates purchase any study materials in preparation for their tests; however, all tests permit the use of authorized study materials and candidates may be at a disadvantage if they do not bring those materials with them to their testing session. At a minimum Prov recommends that candidates have their own code books related to their tests which may be useful to candidates after their testing is complete.

Purchasing Reference Materials and Study Guides

You will be provided with a list of reference books when you apply for your test. You can also go to our website for this info. In addition to publisher information, Prov has listed the reference book's ISBN and a website at which candidates can purchase the reference book. Most reference books can also be purchased through the following companies.

- Prov, Inc.: 866-720-7768
- @ Home Prep, Inc.: 800-952-0910
- AAA Construction School, Inc.: 904-722-9994
- American Contractors Exam Services: 800-992-1910
- Builder's Book Depot: 800-284-3434
- International Code Council: 800-786-4452
- My Pearson Bookstore: 800-947-7700 (Opt. 5)
- North American Contractors Assoc.: 336-540-0149

If candidates need assistance in ordering any study materials, they may contact Prov by phone at 866-720-7768.

Reference Materials Available from Prov

Candidates can purchase the following reference books directly from the Prov Bookstore. For these reference materials candidates may place their orders by phone, online at www.provbookstore.com, or using the Bookstore Order form attached to this document.

- [2012 Study Guide for Structural Steel](#)
- [Advanced Mechanical Study Guide](#)
- [Basic Safety](#)
- [HVAC Basics for Contractors](#)
- [Intermediate Mechanical Study Guide](#)
- [Florida Business and Law Study Guide for Contractors](#)
- [Masonry and Sitework for the Residential Contractor](#)
- [Plumbing Basics for Contractors](#)
- [Study Guide for Excavation Contractors](#)

- Study Guide for Insulation
- Study Guide for Pipefitter
- Study Guide for Residential Carpentry & Repair
- Study Guide for Room Air Conditioning
- Study Guide for Siding & Finish Carpentry
- Study Guide for Utilities Contractors

Sample Test Questions

The following are sample questions that reflect the format and style of the questions found on tests. **They are not intended to reflect the content of the exam you will take.**

1. Employers are required to notify employees of changes in policies affecting all of the following EXCEPT:
 - a. Pay schedules.
 - b. Vacation allowance.
 - c. Health benefits.
 - d. Promotion opportunities.
2. The accounting method that recognizes income and expenses only when money is received or paid is called:
 - a. PCM Method.
 - b. Accrual Method.
 - c. Cash Method.
 - d. Cost-Comparison Method.
3. If 15 amp circuits were used, the NEC would require a 2000 square foot house to have a MINIMUM of how many branch circuits?
 - a. 2
 - b. 3
 - c. 4
 - d. 5
4. Equipment that is electrically connected to a telecommunications network is required to be listed in accordance with section _____ of the NEC.
 - a. 110.16
 - b. 240.6
 - c. 800.18
 - d. Chapter 9, Table 5(A)
5. Duct systems installed in single family dwellings must be sized per
 - a. ACCA Manual D.
 - b. ACCA Manual J.

- c. SMACNA Manual R.
- d. SMACNA Manual N.

6. What is the recommended MAXIMUM spacing of nails when installing drywall on a ceiling?
 - a. 6" o.c.
 - b. 7" o.c.
 - c. 8" o.c.
 - d. 12" o.c.
7. Which of the following types of joint reinforcement is NOT used to tie connecting cavity walls and intersecting walls?
 - a. Z-tie
 - b. Box tie
 - c. Hardware cloth
 - d. Ladder type joint reinforcement
8. What is the recommended concrete cover over #6 steel reinforcing in areas exposed to the weather?
 - a. 3"
 - b. 2"
 - c. 1.5"
 - d. 1"

Answers to Sample Questions

1. **D** - Promotion opportunities.
2. **C** - Cash Method.
3. **C** - 4
4. **C** - 800.18
5. **A** - ACCA Manual D.
6. **B** - 7" o.c.
7. **D** - Ladder type joint reinforcement
8. **B** - 2"



CBT Candidate Notice

Welcome! This handout provides information regarding your test today. Once you have reviewed this handout, your proctor will help you log into the computer-based test.

Testing Rules:

- Cell phones are not allowed in the testing area under any circumstance.
- There is no eating, drinking, or tobacco use during the test.
- You are only permitted to use authorized materials during your test. These materials were discussed at the time you checked in. If anyone is uncertain over what materials may be used, please let me know now.
- You may not write in your reference materials or on additional graphics. Your proctor will provide scratch paper.
- During the test you are to keep your eyes on your own test and materials. Cheating will result in failure of your test and reporting to the licensing board.
- You may use a silent, non-programmable calculator (your cell phone or PDA may not be used as a calculator).
- If you need to use the restroom, please raise your hand. When permitted to leave the room, give the proctor all of your testing materials including scratch paper. These materials will be returned to you upon your return to the room. One individual will be excused from the testing room at a time to use the restroom. While outside the testing room you are not to make contact with any individual either directly or by telephone. Please make your break brief. You will not be given any additional time for time spent outside the testing room.

During the test login you will be notified of any additional graphics you may need to complete your exam. Please confirm that you have received all the graphics indicated. You will need to return all graphics at the end of your testing session before being dismissed.

Prior to starting your exam, you will be presented with a tutorial instruction screen that tells you how to answer questions, navigate through the test, make comments, etc. Please review this page carefully to ensure that you are familiar with these functions. These instructions are also listed on the back of this handout for your review. If you have any questions regarding these instructions, please notify your proctor.

During the test, you may find that you have a question or concern about a particular test question. **The proctor cannot answer questions about test content at any time;** however, you can send a comment to Prov's Test Development Department by clicking the 'Make Comment' button. Your comments will be reviewed by Prov staff members. If your comment results in a change in your test status, you will be notified by mail several weeks following the test.

Your time will be indicated on the screen once testing begins. Please make note of the time you have available for your test. Once the time expires, you will not be permitted to answer any additional questions. If you finish the exam before your time expires, press the red *END TEST* button on the upper right hand side of your screen. Confirm that you are finished. Then, gather all your belongings including scratch paper and graphics and raise your hand. You will not be permitted to leave the room until all testing materials given to you have been accounted for and collected by a proctor. **Please be courteous and leave the testing room without disturbing others who may be testing.**

If your licensing board has authorized you to receive your scores today, they will be provided to you within 20 minutes of completing the test. If you are uncertain as to whether you may receive your scores today, please check with us following your testing session.

If at any point during the exam you have a technical problem (e.g., computer freezes or shuts down, test will not proceed to next question, etc.) please notify your proctor immediately.

Please return these instructions to the proctor and let them know that you are ready to begin.

Computer Testing Instructions

The screenshot shows a web browser window titled "Pro - Exam Services for Occupational Assessment - Microsoft Internet Explorer". The address bar shows a URL from provexam.com. The main content area displays the user's name "John Smith (551885239)" and the exam title "Exam Services for Occupational Assessment". Below this, it says "Exam: Sample Exam - States-20041230191332" and "Question 1 of 10". The question is "What is the state capital of Florida?". There are four radio button options: A Jacksonville, B Tallahassee, C Orlando, and D Miami. On the right side, there is a sidebar with "Time Remaining 00:20", "Unanswered Questions 10", and "Marked Questions 0". Below these are buttons for "Make Comment (M)", "Mark Question (Q)", and "Show Question List (S)". At the bottom of the sidebar are buttons for "< Previous (P)", "Jump to Question", "Go", and "Next (N) >".

Press a letter (**A,B,C or D**) to select an answer. Answer is highlighted when selected.

Press **Next** to move forward. Press **Previous** to go backward.

Press **Make Comment** to make comments about this test question.

Press **Mark Question** to help you keep track of questions you wish to return to at a later time. Marking questions has no impact on scoring.

Press **Show Question List** to see which questions are unanswered or which you have marked.

Press **END TEST** when you are ready to leave the test.

Ask your proctor for help if you need assistance.

Test may be completed using either the keyboard or the mouse. The keyboard controls relate to A, B, C, D or any on-screen button that contains a letter in parentheses, such as "N" for Next